



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Global TelData, LLC**  
**for quarter ending December 31, 2009**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.37	1.45	1.41	1.41
B. Operator Answer Time - Information [730.510(a)(1)]	3.00	2.96	2.71	2.89
C. Repair Office Answer Time [730.510(b)(1)]	20.01	18.70	16.30	18.34
D. Business or Customer Service Answer Time [730.510(b)(1)]	31.17	32.00	29.15	30.77
E. Percent of Service Installations [730.540(a)]	94.80%	89.90% *	88.40% *	91.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.60%	95.90%	97.10%	96.90%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	5.18	4.82	5.36	5.12
H. Percent Repeat Trouble Reports [730.545(c)]	3.83%	4.25%	3.91%	4.00%
I. Percent of Installation Trouble Reports [730.545(f)]	4.69%	9.80%	8.70%	7.73%
J. Missed Repair Appointments [730.545(h)]	1	3	4	3
K. Missed Installation Appointments [730.540(d)]	0	1	0	0

**Comments**



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